Answers to Frequently Asked Questions
- Career Opportunities (COS) Performance -

1. **What should I do if I cannot print a candidate's COS application using the *Print Application as PDF* button?**
   Make sure that **.brassring.com* is listed as both a trusted site and as an exception to pop-up blocker rules. If printing still does not work, contact COSHelp@ky.gov.

2. **Is there a way for agencies to print batches of applications?**
   No. Instead, agencies are encouraged to designate hiring managers as Agency Level 4 (AL4)   system users.

3. **Can the date of signature be added to the printable PDF version of the application?**
   Not at this time. This idea was previously considered and rejected due to excessive cost combined with technical uncertainty of results. Printing the application as it appears, instead of the PDF version, will show the date of the application.

4. **Why are names and addresses sometimes missing from the application?**
   This occurs when a candidate creates a COS account and completes the application, but does not apply to a job. The contact information will not auto-populate the application until the candidate edits / re-saves the information or applies to a posted vacancy.

5. **How long will data be accessible through an e-link?**
    An e-link remains active for 7 days or 4 clicks, whichever comes first.

6. **What does it mean when a candidate type shows Invalid SSN?**
   Invalid SSN indicates the candidate has entered an incorrect Social Security Number on the application. It is manually set by the Personnel Cabinet and is changed back to the COS candidate type when corrected. It serves as a flag to agencies and the Personnel Cabinet when initiating processes that rely on correct data.

7. **What does it mean when a candidate type shows Merged Account?**
   Merged Account indicates the candidate is not eligible for consideration. It is an account where multiple candidates have shared COS logins and passwords, and have mixed their contact information and job histories. A merged account cannot be reliably used to determine an individual's qualifications. Note: Agencies should never encourage individuals to share COS accounts.

8. **Where can I find definitions of terminology used in COS?**
   Click **HERE** to access Basic Terminology for COS.

9. **Why is the number of candidates shown on the req grid sometimes greater than the number of actual candidates in the req folder?**
   All candidates are in the req folder, but may be in an HR status that is not viewable to agency users. For example, competitive candidates who apply to promotional reqs are not certified to the agency. They remain in the folder, but are hidden from the agency view.

10. **Why are there no results for some of the output field choices, such as graduation year, GPA, and field of study?**
    The output selections include off-the-shelf choices that are not used in our custom configuration from the system software provider. Output fields are only available for contact information entered by the applicant and specific form fields.

11. **The Preferred Skill Question (PSQ) response on a candidate's most recent application is "no" on the most recent application. When filtering the folder for "yes" responses, the candidate appears in the filter results. Why?**
While the most recent application indicates "no", the filtering tool looks at all applications submitted. The candidate will be returned in results if the response was "yes" on any previous application. This is a known condition of system searching and filtering, and a reason to exercise caution when using filters to exclude candidates from consideration.

12. **Why does the Certified Register Report not reflect a candidate's veteran status, even though the application indicates that the candidate is a veteran?**
Veterans Preference is only awarded after proper qualifying documentation has been verified. The candidate may have chosen to forego preference, or may have provided qualifying documents after the register was certified. The Certified Register Report shows those with verified Veterans Preference at the time the report was generated. Therefore, unless otherwise notified, the Certified Register Report is the sole reference for compliance with Veterans Preference statutes.

13. **Why does a candidate's name appear on the Certified Register Report, but not in the req folder?**
Several reasons may include the following: The candidate had a name change in the time since the report was created; the candidate was removed from consideration by personal request; the candidate was removed from agency view per administrative procedure, as in the case of a merged account; or the candidate was accidentally set to a status that is not viewable by agency users.

14. **Why does a candidate's name appear in the req folder, but not on the Certified Register Report?**
The candidate had a name change in the time since the report was created. Or, the candidate was added to the register after the original Certified Register Report was created.

15. **A full-time merit employee applied to my agency's promotional posting, but the Job Submission Status shows "Not eligible for promotional vacancy." Why?**
COS relays the applicant's SSN to KHRIS for confirmation of merit status. If the applicant enters the SSN incorrectly, KHRIS will identify the applicant as competitive, and thus not eligible for promotional vacancies. The applicant will need to correct the SSN in COS and contact COSHelp@ky.gov for further assistance.

16. **How can agencies quickly search for their reqs and candidates?**
The top right corner of the COS welcome screen includes a search link. Click it. A drop down box will appear. Reqs can be searched by the req number or all or part of the job title. Further, Agency Level 1 (AL1) users can search for candidates in their open and closed requisitions. The candidate search can be conducted by the full or partial name.

17. **Can the expiration date be added to the certified register report?**
No. Register expiration is 90 days from the date the report is attached to the requisition. The date of automated report generation can vary from the date of req attachment. The expiration date is viewable in req detail and as an output field in the req grid.

18. **How do I get custom reports from COS?**
Contact the Register Branch Manager, Rick Davis (RickC.Davis@ky.gov), if you would like to discuss options for COS reports for your agency. Reports can be established to automatically route to users on a periodic basis, or can be generated for one-time use.

19. **Where can I find information about the privileges associated with different agency user types?** Click **HERE** for the description of privileges and a table that compares the user types.

20. **How can my agency create a system e-mail to notify candidates who were not selected for a position?**
Contact the Register Branch Manager, Rick Davis (RickC.Davis@ky.gov). A regret email template can be created to auto-populate the candidates' names and information about the specific position for which they were not selected. Designated agency users could then send the regret email to up to 100 candidates at a time. The Personnel Cabinet highly recommends the use of this email as a courtesy to candidates.